

Business scenario

Delivering timely data and system access to workforce devices

Device Management at scale

Effective device processes can reduce onboarding lead time from weeks to days

Within NHS Integrated Care Boards (ICB), each individual Trust typically has its own dedicated Digital, Data and Technology services.

DDaT services can often be seen as a blocker by Healthcare professionals, as they find themselves without suitable IT equipment or appropriate data and access for their day-to-day job requirements.

Creating standardised processes for procurement, issuing devices and granting access for all personnel across the ICB can reduce costs and prevent IT from being a blocker to patient care.

Challenges

Ineffective joiner, mover, and leaver processes result in delays to receiving required devices and systems access.

Disjointed procurement processes result in poor asset tracking and management, leading to lost devices, **delayed device provision**, and the availability of appropriate devices.

Technology does not help support access to up-to-date data and systems from any location required, including remote sites.

Inefficient processes for revoking access, and use of personal devices due to challenges with Trust-issued devices, open the potential for **security and data breaches**.

Solution approach

Implement tooling and processes for asset tracking, **automated onboarding** workflows, and **introduce role-based configurations** for rapid device assignment and access.

Streamline and standardise procurement processes, including centralising activities, leveraging technology for automation, and ensuring effective communication between departments and effective costs management of devices.

Implement effective tools and technology for device management, data access, and remote connectivity.

Ensure **access is appropriately managed**, and tooling and technology are robust, secure, and **enable clinical staff to fulfil their roles**.

Benefits

Healthcare professionals are empowered through having access to the right technology, systems, and data at the right time for their patients:

- New joiners and movers into positions have **the right technology and accesses** to perform their role and activities **from day one**
- The **right data is available at the right time, from anywhere, enabling quick decisions and actions** to be taken regarding patients
- Handling of **patient data** and information is **secure and protected**.